

April at a Glance:

Fixed Route:

Passenger Total: 247,407
Compared to April 04: 250,724

Revenue Miles: **79,373**
Compared to April 04: 67,852

Revenue Hours: **8101.75**
Compared to April 04: 8145.75

BT Access:

Total Passenger Trips: **888**
Compared to April 04: 777

Total Passenger Served: **68**
Compared to April 04: 55

Maintenance:

8 State Inspections Performed

8 Scheduled and 18 Non-schedule Maintenance Activities Performed

2 Preventative Maintenance Activities Performed

7 Road calls

31 Non-Scheduled Maintenance Driver's Complaints

Operations:

3 Operator received their CDL.

Ten new Operators began their training in April



April 2005 Monthly Report

TOTAL PASSENGERS- FIXED ROUTE & DEMAND

	FIXED ROUTE			BT ACCESS	
	TOTAL PASSENGERS	REVENUE MILES	HOURS	TOTAL TRIPS	PASSENGERS
April '05	247,407	79,373	8101.75	1070	64
April '04	250,724	67,852	8145.75	893	54
% ▲	-1%	17%	-1%	20%	19%

Total passengers on fixed route service declined slightly April '05 vs. April '04 by -1% or (3,317) total passengers. This decrease in total monthly passengers was primarily due to one less academic day in April '05 vs. April '04. Total passengers fiscal year to date is up slightly vs. 2004 at +0.9%.

Revenue miles increased by over 17% which was largely attributable to route changes April '05 vs. April '04

AWARDS AND RECOGNITION

Overall the month of April was filled with both recognition and awards for Blacksburg Transit. Although some of the awards were presented to individuals in the organization their success were firmly rooted in the teamwork of all Blacksburg Transit employees. The awards and recognition received in April was a clear and compelling testimonial that our internal mantra "Together we can make a difference " is more than just words.

VTA Awards- Founded in 1977, the Virginia Transit Association (VTA) provides public education and legislative advocacy to support public transportation systems throughout the Commonwealth. The VTA has 54 total members, which include 26 transit properties and 28 associates. The Annual VTA award recognizes innovation and high achievement by public transportation systems in the Commonwealth. The specific awards that Blacksburg Transit won recognize innovative "solution driven" programs that improve the systems performance.

BT competed against other Commonwealth transit systems in the Large System category (annual budget of +2 million) in the Innovative Program Award category. The interesting fact is that BT won two VTA Innovation awards. Recapped below are the programs that won.

- *When2Work*- The unique situation of numerous operators (150 part time personnel) and shifts (671 per week) resulted in a time consuming and manpower intensive situation in setting, filling and revising shifts on a daily/weekly schedule when done manually. The application of an on-line scheduling system WhenToWork (w2w) resulted in greater efficiencies in manpower usage and time.
- *Blacksburg Alert*- Blacksburg Transit (BT) uses this notification service to instantaneously advise passengers of delays, snow emergency routes and detours. The same information is also instantaneously sent to area media sources for broader communication to the public.

Bus Roadeo- Each year across the United States and Canada, Transit systems conduct competitive Bus Roadeo's on a local basis. The Bus Roadeos are a test of Operator skills in handling route vehicles and para-transit vehicles over a uniform obstacles course. Winners of these local Roadeos then compete at the state level, and winners from the state level advance to the international Roadeo

During the last weekend in April the State para-transit roadeo was held in Richlands Virginia and for the second year in a row BT's Derek Doss won 1st place in the van division. Once again Derek Doss will represent the Commonwealth of Virginia at the International competitions slated for later this year in St. Louis, which he won in 2004 along with the Ricon Driver of the Year . Other BT Operators receiving awards included Mike Grega for wheelchair securement and serpentine obstacles and Sandra Warner for off-set street obstacles.

Annual Banquet- The BT Annual Banquet was held May 1st at the Holiday Inn. The banquet was an opportunity for the Director to address and thank the entire organization for their efforts and the Management Team to recognize individuals that exceed recognized performance standards during the year.

- A new award, the Transit Management Employee of the Year, was created by the Management Team this year to honor the employee that best embodies the work ethic and attitudes reflected in our BT Guiding Principles and Operating Strategies. Jerry Stoneking Jr. won the award and has the honor of being its first recipient.
- The Debra Bale Award for Paratransit Excellence was awarded to Chris Pearson. This award recognizes consistent performance and dedication in serving the customer base.
- The Operations Department recognized the Operator that best exemplified our working slogan "safety, courtesy, and schedule" by naming Jon Barnes Operator of the Year.
- BT Operators recognized and awarded "two of their own" by naming Lorraine Chinnery Ms. BT and Jon Barnes Mr. BT.

MAINTENANCE DEPARTMENT

The Maintenance Dept hired a full-time mechanic to replace the departing Hank Rogers. BT's newest employee is Jacob Keller.

OPERATIONS DEPARTMENT

Operations performed a boarding and alighting survey of the entire system from April 11 to 17. This survey was needed to generate data for the comprehensive operations analysis being conducted by Urbitran to help BT prepare for its first triennial review. A safety meeting was held on April 7th to brief the operators on their roles in the survey. For the next week Operations effectively doubled its work force; most buses on daytime shifts had two workers onboard—an operator and a counter. The operator was responsible for counting the passengers boarding at the front door, while the counter tracked the number of people exiting at the rear door. The operators and office staff responded to the challenge and worked long hours to make sure we were able to get all the data we needed. The results of this survey will be reported in the monthly report later this year.

On April 27th Blacksburg Transit provided buses for tours of the Smart Road. The buses drove the length of the Smart Road while guides from VTTI explained the research conducted there. Passengers coming from Roanoke via the Smart Way bus were able to reach the tours by making a connection to the Ramble Road bus at a shared stop in the Corporate Research Center.